

STATEMENT OF PURPOSE CONTENTS

Date: 20 December 2018

Quality & Purpose of Care

Service Aims

To provide care and accommodation for up to 5 people with a learning disability, physical disability, sensory impairment, or autistic spectrum disorder, in addition to this the person may also have a medical health complex need, and who may require nursing or personal care.

All the families of those in the care of the service require consistent or flexible days for overnight respite care or day care breaks to meet their own personal needs.

Every child in care of the service shall be treated with respect, dignity, be kept safe and will expect a person-centred approach which meets all their own individual needs.

We believe that all disabled people must have equal social and economic opportunities to ensure their development and wellbeing. It is our aim to provide support to every individual to have access to their education, or employment, and to support disabled people with social and recreational interests either at the Centre or in the wider community.

The service aim is to work in partnership with every family, statutory local authorities and professional bodies who are involved with the welfare of children in the care of the Chiltern Centre: -

- a) Maintain & keep people in care safe from all forms of harm.
- b) Support every individual to achieve their individual aims and objectives.
- c) Protect against all forms of discrimination relating to individual people or groups of people.
- d) To care for people following the Mental Capacity Act 2005 Code of Practice.
- e) Empower every person in care to make decisions for themselves wherever possible or ensure that decisions are in the best interest of that individual where ever necessary.
- f) Provide Support Plans for every individual person which is person centred.
- g) Provide Health Care Plans for every individual which is person centred.
- h) To promote an individual's welfare by way of community social inclusion or, provide a peer group setting within the Centre for social and recreational interests.
- i) For those admitted in to our care to remain living with their families in their own home, who might otherwise be placed into a permanent residential placement.
- j) Accommodate & care for children with a learning disability aged between 6 and 25.
- k) Respect & support all family members of children in care.
- l) That the decoration appeals to those it is intended for which also meets the highest standard of health & safety.
- m) Promote & respect every individual's rights for dignity and privacy.
- n) Provide a balanced and nutritional diet which supports healthy living lifestyles.
- o) Provide alternative meal options which respect an individual's right to determine their faith & belief.
- p) Provide adequate care staff or nursing staff suitably qualified to safeguard & care.
- q) Provide expert experience and compassion when caring for people.
- r) To open the Centre to the maximum number of nights possible Monday to Sunday so that the service is flexible and can meet the demand for care.

Service

- Care and accommodate children young people for overnight family respite care.
- Care and accommodate young adults under the age of 25 with a learning disability.
- Day care and holiday care in respect of overnight care and accommodation.

- Domiciliary care meaning personal care in the person cared for home location not the Chiltern Centre or other suitable locations (only those already receiving care)
- Emergency respite care for families with a LD child.

Ethos

The Chiltern Centre wholly believes in empowering learning-disabled people to fulfil their potential to achieve personal life ambitions. Children in our care along with their families can expect a high standard of care and compassion to meet every individual's need for personal centred development based around welfare and wellbeing.

The service and its workforce place respect, dignity, and diversity as a means of high order when connecting with every individual in our care. Our challenge is to support every individual in our care person specific which offers that person the best positive experience of care.

The service is committed to supporting every family to achieve their hopes and ambitions in which they believe best meets their child's welfare and wellbeing which is safe for that child.

The Premises

The Chiltern Centre is a ground level building with 5 single occupant bedrooms, a spacious lounge living area, modern kitchen, a sensory impairment soft play sensory room leading to enclosed gardens. The overall living area is light and colourfully designed with ease of access for all disabled people, indoors and outdoors. The centre is also equipped to support the needs of disabled people and people with a learning disability who require intimate personal care and safety.

Location

The location of the Chiltern Centre is set back away from Greys Road on a secluded entrance on the Chilterns End Road. The premises is surrounded by tree's shrubs, private residential housing and an empty nursing home, there are plans to redevelop the surrounding site but no confirmed reports, the empty building is stated in the service fitness of premises.

There are private residential homes which back up to the boundary of The Chiltern Centre and to date there have been no immediate concerns relating to the compromise of safety of those in the care of The Chiltern Centre.

Henley-on-Thames is a medium sized town mostly made up of residential housing and medium to small business.

The proximity of the Chiltern Centre to Henley-on-Thames is toward the outer boundary of the town, where fields and farming take over. The town is well known for its connection to the River Thames which brings in tourism and large-scale annual events. These elements are a consideration when care planning for safety and safeguarding.

Cultural, linguistic, and religious needs

The Chiltern Centre is open to all people, learning disabled children and their families to the care of the service. We are committed to meet the needs of everyone in care not just their primary care need but also their cultural or religious needs. Where necessary the service will try to accommodate cultural or linguistic need to support an individual to maintain their sense of identity.

Complaints procedure

Children in care will always be heard, any complaint received will be addressed with immediate effect internally in accordance with service protocols; complaints from family members, professionals and visitor are all managed in the same way.

All verbal and formal complaints will be logged by the service.

Verbal complaints are dealt with internally by the most effective person to address the issue; either the Receptionist Administrator, Carer, Manager or Centre Manager depending on the most suitable preferred route.

Formal complaints must be received in writing and addressed to the Centre Manager.

Complaints relating to a member of the Management Team should be put in writing to the Chair of Trustees, Mr Paul Barrett (chairoftrustees@chilterncentre.org.uk). The service will respond to any complaint within 28 days from the time of receiving the letter.

A complainant wanting to appeal a decision has 5 days to notify the service at which point the service has 28 days to review its decision. Appeal decisions will be heard by trustees of the service.

A complainant not happy with the outcome of their issue can log this with Ofsted.

Safeguarding children in care

As part of the philosophy in supporting children with a learning disability we promote positive healthy relationships between people in our care and the staff team, we also believe that everyone involved in maintaining the service is equal to maintaining promoting healthy positive relationships with those in the care of the service and their families.

Children who are in our care and who speak out about or make an allegation or disclosure will be listened to by the staff member, the staff member will then follow the service safeguarding protocols.

The service follows national and local regulations which protect children in care and we regularly review policies to ensure that the service is maintaining high standards of safeguarding practice.

The Centre has appointed 2 Designated Safeguarding Officers under local safeguarding rules who receive specialised training to fulfil their duty to safeguarding children in care of the service. The service is continually monitoring the people in our care following local and national safeguarding rules.

Every staff member or volunteer involved with the care of children is properly cleared under safer recruitment standards and will follow safeguarding rules to protect those in their care. A comprehensive procedure is established and known to every staff member to be followed should there be a concern around the safety of a child.

The local safeguarding boards: Oxfordshire Safeguarding Children's Board. If a staff member becomes concerned about a safeguarding matter this can reported to the safeguarding board.

16-year olds and over with a learning disability in the care of the service may require a deprivation of liberty safeguard standard authorisation, should this be necessary authorisation will be made via that person's local authority.

Children with a learning disability in the care of the service whose parent is the responsible person for their welfare must agree with the service to any deprivation of liberty safeguarding should this be necessary.

Looked after children in the care of the service would require additional authorisation from their local authority if there was a need for a deprivation of liberty safeguard.

In main the service operates a locked door policy to ensure the ongoing welfare of people in the care of the service.

The Centre adheres to national standards of data protection. Those in care can expect a high standard of data protection regarding any personal information relating to them. Individuals or agencies who are not authorised under safeguarding rules must formally apply under data protection rules if they want to seek information relating to the service.

Safeguarding adults in care

The service is duty bound to follow Oxfordshire Safeguarding Adults Board protocols in cases where an individual in care is 18 and over.

The service believes that as part of maintaining the welfare of those in its care we should adhere to the 5 principles of the mental capacity act 2005 code of practice.

For those interested to learn more about the safeguarding procedure or other related safeguards within the service please speak to the Registered Manager.

Surveillance

The Chiltern Centre has no fixed surveillance CCTV equipment in operation inside the building or situated in its grounds.

In the interest of safeguarding we can place audio monitoring equipment to listen out for children in their bedrooms at night but only in special circumstances and with family prior consent.

For road awareness, we have had a front and rear facing dash cam system fitted inside our minibus, however the rear camera captures back seat passengers this surveillance equipment operates throughout the journey only. Any person disagreeing with this must declare it before consenting to their child being in the care of The Chiltern Centre.

Surveillance images captured by The Chiltern Centre will be handled in accordance to the service policy.

Behaviour Management

Over the years The Chiltern Centre has gained valuable knowledge in caring for learning disabled children. Therefore, the information essentially about an individual in care is of critical importance to us and influences our person-centred approach. In some cases, learning disabled children may have not yet developed the necessary skills to self-expression and it may cause them personal difficulty, identified by the service as a challenging behaviour or an unmet need.

Behaviour relationships

Relationships with individuals in care is an important part of our behaviour management philosophy. When we nurture positive relationships, we improve person-centred care, role model acceptable behaviour and build individual wellbeing. Being empathetic is a key aspect of our care philosophy and is clearly visible in the care setting.

Keeping children busy and creative and allowing children appropriate decisions over their lives offers them the best opportunity for their personal development. It requires lots of personal background information often derived externally from family and relevant others but also internally as part of our care practice. It is important we share information in both directions to improve our ability to care and help every child reach their potential as they grow more independent.

Every care staff member is trained to PROACT-SCIPr-UK® standard which is an independent nationwide behavioural management organisation who support services like The Chiltern Centre who care for autism

and learning-disabled people, they are accredited to the British Institute of Learning Disabilities – BILD Code of Practice through the BILD Physical Intervention Scheme. The PROACT-SCIPr-UK® philosophy focuses on prevention rather than intervention or Positive Range of Options to Avoid Crisis and uses Therapy-Strategies for Crisis Intervention and Prevention.

The standard techniques available to the trained staff members only are the **one-person escort** and or **the hug**, these two techniques can be applied by staff under strict PROACT-SCIPr-UK® guidelines. It is important to everyone involved that these techniques are only used as a last resort and that all other means have failed to bring about the preferred outcome.

All physical interventions carried out by staff members are recorded overseen by the Registered Manager and in accordance with national standards.

The family of a child in care will be informed about all physical holds that have taken place in respect of their child. In some circumstances, the service can set up an individual protocol of physical holds deemed necessary to keep that individual in care safe so long as it meets PROACT-SCIPr-UK® guidelines. This level of support will require prior agreement between the family, or professional agencies involved and The Chiltern Centre.

The service will continuously review its impact assessment work to bring together the best compatible groups which present the lowest risk of challenging behaviour and the lowest risk of injury as a result of an unmet need that could potentially lead to an injury.

Views Wishes & Feelings

The service values the views feelings of everyone involved with our work to care for children, families, and associated others involved in their lives. We believe that your views and opinions support the service to improve and adapt to improve the standard of care people expect from this service.

The service intends to periodically survey all those associated with the work of care to analyse the intelligence gathered and respond in suitable ways to achieve improvements where necessary.

As part of our work to care and support children with a learning disability and or a physical disability, and people of all ethnic backgrounds we recognise the importance of anti-discrimination practices. The service will not tolerate any form of discrimination and it will always uphold the rights of all people learning disabled or other.

The service has in place it's equal diversity and children's charter of rights policy for those interested to read this or to learn more about our commitment to uphold the rights of people contact the Registered Manager.

Education

The Chiltern Centre is not registered to provide education for children, children admitted to the care of the service should attend their education subject to individual arrangements.

The service proactively engages education providers to support children's outcomes.

Where children's EHC plans apply the service will actively engage in this process.

Children will be provided with the means and resources for any home study outside of their curriculum education day.

The service supports children to positively engage in personal development outside of their education.

Health

The health of those in the care of the service is important to us as it is to the individuals in our care and their families. Due to the nature of respite care the families of those in care are primarily responsible for meeting the ongoing health needs and The Chiltern Centre is responsible for the health needs when that person is in our care. The service requires families or guardians to share all relevant information on health matters prior to any date of care.

The service is keen to encourage the abilities of everyone in care to lead a healthy life style by way of healthy eating and activity. Because of short break care arrangements, the service will plan advance menu plans selected from everyone's support plan to combine favourite meal choice or individual requirements. The service will promote healthy activities which are suited to the individuals' ability either by individual or compatible groups.

Medication

We expect people in care to require their prescribed medications as an ongoing concern or (PRN) in which case the service follows national standards for administering medication in accordance with NICE guidance for managing medicines in care homes. Every individual in care has a person-centred health care plan specifically detailing every medication, where necessary the service may contact a GP or his/her relevant health care professional.

Parents/guardians of children in care must consent to the service administering a medication prior to any arranged days of care. Young people 16 years and over in care whose parent/guardian are responsible for their care, reference to the mental capacity act 2005 must also consent to the service administering medication.

Staff members trained to national standards and competent to administer medication following the national protocol for administering a person's medication in accordance with that individual's health care plan.

Personal & intimate personal care

The Centre is equipped with profile beds, an olaf bed, ceiling hoists, portable hoist, wet room and shower trolley all of which are serviced to the highest standard to ensure their safe upkeep. We also have specialised adapted chairs tables, cutlery to support the needs of everyone who would benefit from this. Where it is essential the service can acquire other adaptive items to support an individual in our care.

The Chiltern Centre can care for children with a learning disability who require gastrostomy feeds, intermittent catheterisation, or bowel washouts; this level of care will require nurse training specific to the individual need.

All staff receive training on personal/intimate care, manual handling care and receive refresher training thereafter.

People new to the service can expect short introductory visits or stays as well as home visits all of which are intended to help the individual build new relationships with the service and for the team to learn person-centred care practice.

The Centre is also equipped with a modern sensory soft play area designed to allow children with a learning disability to explore their sensory need and with safety in mind.

As part of a persons need for personal development and stimulation we believe that the relationships that we create with everyone is an integral part of nurturing their inner development to prosperity. The experiences people have when in the care of the Centre is of equal importance to that of personal safety.

Communication

The service is committed to all person-centred modes of communication, the team receive ongoing training in Makaton sign language, Picture Exchange Communication System (PECS) suitable for children with autism and related disabilities.

Intensive interaction

Every staff member undergoes 1-day training and assessment on intensive interaction. This is an approach to teaching the pre-speech fundamentals of communication to children who have severe learning difficulties and/or autism and who are still at an early stage of communication development. Our aim is to support people in care to engage and explore their potential to self-develop their ability to take control over their need for better wellbeing.

Leadership & Management

Responsible Individual: Paul Barrett

Paul Barrett is married with two married children and five grandchildren. He is a graduate of Durham University.

Paul is a successful businessman with over 20 years to public services. His business career has included thirty years with SmithKline Beecham (now GlaxoSmithKline) where he was a Director and Vice-President of the International Division, with responsibility for pharmaceutical, vaccine and consumer operations in Africa.

In 2000, Paul took early retirement from SmithKline Beecham. He is Non-Executive Chairman of Medreich Ltd, Bangalore, India; Medreich plc UK and Medreich France. Medreich is a company supplying quality branded generic pharmaceuticals.

Paul undertook Voluntary Service Overseas (VSO) in Kenya, teaching at Starehe Boys' Centre in Nairobi.

For over fifteen years Paul was a volunteer driver for the Tuesday Gateway Club for Ealing Mencap.

For eleven years Paul was Chairman of the Tropical Africa Advisory Group (TAAG) at the UK Department of Trade and Industry, a body which gave advice to HMG on trade and investment policy in Africa, and for which he led numerous trade missions. Paul was honoured for this work by the award of an OBE in 1993 and by a CMG in 2001.

Paul is currently Chairman of South Oxfordshire Mencap Society and Chairman of the Trustees of The Chiltern Centre for Disabled Children.

Registered Manager: Keith Manning

In 2001 Keith embarked on a career in child care from which he has consistently maintained to date, initially as a Residential Worker in a Children's Home supporting young males with emotional and learning difficulties, and he progressed to become the Registered Manager under Ofsted in 2006.

"I found my vocation in caregiving especially children and young people with additional needs with learning difficulties".

Keith qualified to level 5 Diploma in Leadership & management Health & Social care, NVQ Child Care & Development, level 3 & 4, NVQ Assessing and has a Registered Managers Award. He has managed several care settings, care teams and familiar with good care practices dating back to 2001; he has strong people skills, is described as a robust manager, methodical, resilient, and intuitive for advocating for the rights of all peoples. Prior to 2001 Keith worked in customer care and transport safety.

Care Team						
Management FT	Care Staff FT	Care Staff PT	Ancillary Staff	Volunteer	Admin	Fundraising
Keith M Gareth G	Ria S Alison S Danii RW Maggie H Chelsea R John P Sophie N	Sarah R Mary P Anna W	Alexis P	Amelia A Morven M	Lorraine G Chris K Karen H Pamela L	Harriet B Liz D Jane A
2	6	3	1	3	4	3

See appendix 10 for further information on skill and qualification this can be produced on request from the Registered Manager.

In line with our commitment to equal opportunities, and our duty under the Equality Act 2010, we are committed to protect the 9 characteristics (ethnicity¹, gender (including gender reassignment), disability, pregnancy and maternity, religion or belief, age and sexual orientation, marriage and civil partnerships), as well as social and economic grade. However, we recognise that this may not be appropriate in some aspects of intimate personal care for a personal reason; this reason must be stated in writing to the Centre Manager and prior to the day of care allowing enough time for this to be agreed, otherwise we assume the position of our mixed gender policy reference to intimate personal care.

Staff Development

The service is a committed employer to develop its workforce believing that this is the biggest asset of The Chiltern Centre and the biggest opportunity for individuals to progress their careers. New staff can expect induction training on joining the service with national standard mandatory training for working in a child care setting, to be completed within their 6-month probation period. During the early phase of probation staff joining the service can expect to shadow senior colleagues to gain practical skill and knowledge about the care operation and to build relationships with those in care.

Thereafter staff can expect refresher training where it is necessary. In all cases staff members are committed to furthering their personal development to meet the higher demands of the service, to improve the standard of care and to further their personal careers.

It is important that every staff member be open to learning and self-development to improve care skills and knowledge of the care sector to keep up with changes. Each staff member will receive a 3 and 6 monthly review on joining the service during which time they can expect fortnightly supervisions. On successful completion of the probation period staff members who are not qualified to Level 3 Diploma in Residential Child Care will be expected to complete this qualification within the timescale permitted. Staff members that have already passed the probation period can expect their supervisions between 4 to 6 weeks and where expected continue career progress attained by the suitable qualification to support this.

For continuing development, the service has adapted a 360-degree model of annual appraisal in which all staff are expected to work towards over the coming year.

Care Planning

The service plan is to offer families compatible groups of people in care at the same time as their child or person, who would complement the needs of every individual based on the aims of the service. The service plan is to assess every individual in care, match compatible groups and to deploy variable staff ratios which meet the needs of everyone in care.

Variable Staff Ratio

2 or more staff members to 2 or more people in care around the clock

1 to 2 staff members for personal care or intimate personal care intervals around the clock

Children in the care of the service who require around the clock care and supervision at a ratio of 1 or 2 staff members solely deployed to that persons need, requires prior agreement with the Centre Manager.

Fixed Staff Ratio

1 staff member to 1 person in care around the clock

2 staff members to 1 person in care around the clock

The Centre Manager reserves the right to halt all forward planning for care on the grounds of unacceptable level risk to an individual based on the service resource available to maintain that persons' welfare.

Referrals

As part of the referral process families or local authorities should contact the service by phone or email to discuss your child's need for respite care.

The service is not able to make plans for care and accommodation for emergency beds.

The service is not able to offer care and accommodation for people with a learning disability who need a 52-week residential placement.

The service is open to all families and people from neighbouring counties regardless of their home location.

The parent or guardian (local authority social worker) of the person being referred to the Chiltern Centre must attend an assessment meeting prior to any involvement with the referral person. The assessment meeting will begin the process to build a Support Plan and Health Care Plan on the child who is intended to use the service.

Before a person enters the care of the service they must first visit the premises to view the premises, meet the staff team, the Centre would advocate that where suitable staff from the Centre also meet that person in their home, education or day care setting.

The purpose of this is to build positive relationships with the person to learn about that person's care needs but also meet other carers, or parents for gaining further knowledge and skill about that person's needs.

The person who is intended to receive care at the Centre will spend short periods in care at the Centre, building up to day or overnight care.

The Chiltern Centre is committed to ensure a high standard of care is being met which meets the needs of every individual in our care based around groups of mixed genders, ability, age, and level of need.

In some cases, where a person's level of need is higher which requires 'continuous' supervision and or verbal encouragement the service may be able to offer a smaller group.

CONTACT DETAILS:

Chiltern Centre and Regulatory Bodies

The Chiltern Centre for Disabled Children Ltd.

Registered Office: Greys Road, Henley-on-Thames, Oxfordshire RG9 1QR
Company Registration No: 4843950
Charity Registration No: 1101218
Email: chiltern@chilterncentre.org.uk
Telephone: 01491 575575
Fax: 01491 575549

Regulatory Bodies**Ofsted**

Piccadilly Gate, Store Street, Manchester M1 2WD
www.ofsted.gov.uk – email enquiries@ofsted.gov.uk

Care Quality Commission CQC

National Customer Service Centre, Citygate, Gallogate, Newcastle upon Tyne NE1 4PA www.cqc.org.uk/content/contact-us
Tel: 03000 616161

Name and Address of Registered Provider and Registered Manager**Registered Provider:**

The Chiltern Centre for Disabled Children Limited, a company limited by guarantee with company number 4843950. Also, registered charity number 1101218.

Registered Office

The Chiltern Centre for Disabled Children (address as above)